

Employee Injury & Illness Reporting Procedure

ALL RCCD employees and designated Volunteers are required to immediately report any work-related injury or illness, regardless of severity, to their supervisor. Supervisors may not prevent or delay the report of a work-related injury. (Note: Wherever in the document the term "employee" appears, it is meant to include designated Volunteers as well.) All incidents must be reported using the following procedure to avoid delays in the distribution of workers' compensation benefits. Any delays on the part of the employee or supervisor in reporting a work-related injury or illness could interrupt the employee's access to important benefits. *All supervisors should brief their employees regarding the requirement that all work-related injuries be reported immediately.*

STEP 1

If the injury or illness is serious or life-threatening, **CALL 911** immediately and follow all instructions given by the 911 operator. If the injury or illness is not serious or life-threatening, proceed to **STEP 2**.

STEP 2

The supervisor and injured employee are both required to call the **Medcor Triage Hotline at (800) 775-5866**. This service is available 24 hours a day, seven days a week. This service will provide triage nurse evaluation services and Medcor will manage much of the necessary paperwork for the supervisor and employee.

The triage nurse is a registered nurse (RN) with expertise in industrial injuries. The triage nurse will respond to the call with a series of questions focused on evaluating the type and severity of the injury. The RN will use a patented set of algorithms to provide several treatment options for the employee. The employee will decide which treatment option is best for them. If an employee is referred to the designated industrial clinic for their college or location, the nurse will provide the address and contact information for the facility to the employee. The employee is required to receive all treatment at the facility designated for their college or location. If an employee decides to seek out medical attention other than the designated medical facility, and they did not pre-designate a physician other than the assigned clinic prior to the injury, benefits may be denied to the employee.

The triage nurse will forward a copy of the triage report to the clinic in advance of the employee's arrival and this document will serve as the authorization for treatment at the facility. If the injured worker is able to drive, they must transport themselves to the clinic, or have a friend or family member transport them. Employees of RCCD are not permitted to transport the injured worker to the clinic. Once the injured worker has been provided the clinic location information, and the triage call has come to an end, proceed to the next section.

[Triage Nurse Orientation](#) [Medcor Online Bilingual Poster](#)

STEP 3

The **EMPLOYEE** is responsible for completing the [California WC Claim Form \(DWC-1\)](#) form and the [RCCD WC Accident Form](#) in its entirety. [Facts about Worker's Compensation](#) form will also be sent to the injured worker for them to read and keep. These forms will be sent to the employee via e-mail from the Risk Management Department. This will occur within 48 hours of the injury report date. These forms can be electronically scanned and sent back to the Risk Management Department at bj.cain@rccd.edu or via fax at (951) 328-3502. Bj can also be reached at her office line of (951) 222-8127.

When the DWC-1 and RCCD Accident Report documents have been completed and submitted to the Risk Management Department, the employee reporting requirement will be COMPLETED.

STEP 4

The **SUPERVISOR** is responsible for completing one form related to the injury reporting procedure:

[Supervisor Accident investigation Report](#)

The supervisor is required to complete this form after the employee has returned from the designated medical facility with their work status report. This form must be completed in full and immediately faxed or e-mailed to the risk management department. The fax number is (951) 328-3502 and the e-mail address is bj.cain@rccd.edu. Once the Accident Investigation Report is completed, and the employee's work status report(s) have been transmitted to the Risk Management Department, the supervisor's reporting requirement will be COMPLETED.

FOLLOW-UP STEPS

The **EMPLOYEE** and or **SUPERVISOR** is required to report all updates, to include work status reports, medical treatment changes, etc. to the Risk Management Department immediately. All updated documents must be submitted to the RM Department via fax at (951) 328-3502 or via scan and e-mail at bj.cain@rccd.edu. Failure to provide this information timely could result in a disruption of workers' compensation benefits.